

Old #	Standard	AA		SPEAKING AND LISTENING
AA001	Adjust communication to other's ability to understand	AA	1	Utilize effective verbal and non-verbal communication skills
AA003	Apply active listening skills using reflection, restatement, and clarification techniques			
AA005	Interpret verbal and non-verbal behaviors to augment communication and within scope of practice			
EB001	Communicate in a straightforward, understandable, accurate, and timely manner			
EP001	Communicate verbally and non-verbally with team colleagues to assure the best result for the client			
		AA	2	Participate in conversation, discussion, and group presentations
EB002	Listen attentively to verbal instruction, requests, and other information to verify accuracy	AA	3	Communicate and follow directions/procedures
EA007	Exhibit respectful and empathetic behavior when interacting with peers, superiors, subordinates, and customers in one-on-one and group situations	AA	4	Communicate effectively with customers and co-workers
		AB		READING AND WRITING
EB004	Interpret technical materials used for health care practices and procedures	AB	1	Locate and interpret written information
		AB	2	Read and interpret workplace documents
		AB	3	Identify relevant details, facts, and specifications
		AB	4	Record information accurately and completely

AC001	Organize, write, and compile technical information and summaries	AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
EB003	Provide written communication that is accurate and grammatically correct using nomenclature appropriate to the environment			
AC002	Interpret, transcribe, and communicate information, data, and observations using medical terminology within scope of practice	AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
		AC		CRITICAL THINKING AND PROBLEM SOLVING
EA005	Formulate solutions to problems using critical thinking skills (analyze, synthesize, evaluate independently and in teams)	AC	1	Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
		AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
		AC	3	Implement effective decision-making skills
		AD		MATHEMATICS
		AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
		AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
		AD	3	Make reasonable estimates
		AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
		AD	5	Use deductive reasoning and problem-solving in mathematics
		AE		FINANCIAL LITERACY
		AE	1	Locate, evaluate, and apply personal financial information
		AE	2	Identify the components of a budget and how one is created
		AE	3	Set personal financial goals and develop a plan for achieving them
		AE	4	Use financial services effectively
		AE	5	Demonstrate ability to meet financial obligations
		AF		INTERNET USE AND SECURITY
		AF	1	Recognize the potential risks associated with Internet use

		AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
EF006	Evaluate technological threats to confidentiality	AF	3	Practice safe, legal, and responsible use of technology in the workplace
		AG		INFORMATION TECHNOLOGY
		AG	1	Use technology appropriately to enhance professional presentations
		AG	2	Demonstrate effective and appropriate use of social media
		AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
		AH		TELECOMMUNICATIONS
		AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
		AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
		EMPLOYABILITY		
		EA		POSITIVE WORK ETHIC
EA004	Evaluate work assignments and initiate action with confidence commensurate with own work assignment	EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
EC003	Show enthusiasm and commitment by meeting expectations and priorities of the organization			
EA008	Follow attendance policies of the employer or educational institution	EA	2	Demonstrate consistent and punctual attendance
		EA	3	Demonstrate initiative in assuming tasks
		EA	4	Exhibit dependability in the workplace
		EA	5	Take and provide direction in the workplace
EA009	Accept responsibility for own actions	EA	6	Accept responsibility for personal decisions and actions
		EB		INTEGRITY
		EB	1	Abide by workplace policies and procedures
EA003	Practice personal integrity and honesty	EB	2	Demonstrate honesty and reliability
		EB	3	Demonstrate ethical characteristics and behaviors

EF003	Maintain confidentiality	EB	4	Maintain confidentiality and integrity of sensitive company information
		EB	5	Demonstrate loyalty to the company
		EC		SELF-REPRESENTATION
EA002	Adopt personal appearance and hygiene habits appropriate to the health care environment and industry expectations	EC	1	Demonstrate appropriate dress and hygiene in the workplace
		EC	2	Use language and manners suitable for the workplace
AA004	Demonstrate courtesy to others including self introduction	EC	3	Demonstrate polite and respectful behavior toward others
		EC	4	Demonstrate personal accountability in the workplace
		EC	5	Demonstrate pride in work
		ED		TIME, TASK, AND RESOURCE MANAGEMENT
		ED	1	Plan and follow a work schedule
		ED	2	Work with minimal supervision
EC002	Manage time, prioritize responsibilities, and meet completion dates as specified by employer and client	ED	3	Work within budgetary constraints
		ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
		EE		DIVERSITY AWARENESS
EE007	Comply with non-discriminatory laws	EE	1	Recognize diversity, discrimination, harassment, and equity
EA006	Interact appropriately and respectfully with diverse ethnic, age, cultural, religious, and economic groups in various employment and social skills	EE	2	Work well with all customers and co-workers
		EE	3	Explain the benefits of diversity within the workplace
EH004	Demonstrate fairness and equal treatment of all persons	EE	4	Explain the importance of respect for feelings, values, and beliefs of others
EP007	Work collaboratively with persons from diverse backgrounds to accomplish a common goal	EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work

		EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
		EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
		EE	8	Recognize the challenges and advantages of a global workforce
		EF		TEAMWORK
		EF	1	Recognize the characteristics of a team environment and conventional workplace
EO001	Understand and apply the team concept in providing quality patient care	EF	2	Contribute to the success of the team
EP002	Collaborate with others to formulate team objectives			
EP003	Act responsibly as a team member, completing assigned tasks in a timely and effective manner			
EP006	Respect and value the expertise and contributions of all team members			
EP009	Exhibit strong sense of team identity and commitment to purpose			
EO002	Recognize characteristics of effective team	EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
EP004	Actively listen to other team members			
		EG		CREATIVITY AND RESOURCEFULNESS
		EG	1	Contribute new ideas
		EG	2	Stimulate ideas by posing questions
		EG	3	Value varying ideas and opinions
		EG	4	Locate and verify information
		EH		CONFLICT RESOLUTION
EP008	Acknowledge conflict and take corrective action	EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
		EH	2	Implement conflict resolution strategies and problem-solving skills
		EH	3	Explain the use of documentation and it's role as a component of conflict resolution
		EI		CUSTOMER/CLIENT SERVICE

		EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
		EI	2	Identify and address needs of customers/clients
		EI	3	Provide helpful, courteous, and knowledgeable service
		EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
		EI	5	Identify techniques to seek and use customer/client feedback to improve company services
		EI	6	Recognize the relationship between customer/client satisfaction and company success
		EJ		ORGANIZATIONS, SYSTEMS, AND CLIMATES
		EJ	1	Define profit and evaluate the cost of conducting business
		EJ	2	Identify "big picture" issues in conducting business
		EJ	3	Identify role in fulfilling the mission of the workplace
EF008	Apply mandated standards for harassment, labor, and employment laws	EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
		EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
		EK		JOB ACQUISITION AND ADVANCEMENT
		EK	1	Recognize the importance of maintaining a job and pursuing a career
		EK	2	Define jobs associated with a specific career path or profession
		EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
		EK	4	Prepare a resume, letter of application, and job application
AA006	Demonstrate interviewing skills	EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
		EK	6	Participate in a job interview
		EK	7	Explain the proper procedure for leaving a job
		EL		LIFELONG LEARNING
EC001	Engage in continuous self-assessment and goals modification for personal and professional growth	EL	1	Acquire current and emerging industry-related information
		EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
		EL	3	Seek and capitalize on self-improvement opportunities
		EL	4	Discuss the importance of flexible career planning and career self-management

EP005	Exercise leadership skills as appropriate	EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
		EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
		EL	7	Accept and provide constructive criticism
		EL	8	Describe the impact of the global economy on jobs and careers
		EM		JOB SPECIFIC TECHNOLOGIES
		EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
		EM	2	Research and identify emerging technologies for specific careers
		EM	3	Select appropriate technological resources to accomplish work
		EN		HEALTH AND SAFETY
EK001	Apply safety procedures to protect clients, co-workers, and self	EN	1	Assume responsibility for safety of self and others
EK003	Apply principles of body mechanics and ergonomics			
EK004	Use personal protective equipment as appropriate to the environment	EN	2	Follow safety guidelines in the workplace
EM005	Take safety principles at the school and workplace			
OG001	Apply behaviors that promote health and wellness	EN	3	Manage personal health and wellness
OCCUPATIONAL				
OA COMMUNICATION SKILLS				
AA002	Same Verbiage	OA	1	Apply the elements of communication using the sender-receiver model
AA003	Same Verbiage	OA	2	Apply active listening skills using reflection, restatement, and clarification techniques
AA004	Same Verbiage	OA	3	Demonstrate courtesy to others including self introduction
AA005	Same Verbiage	OA	4	Interpret technical materials used for health care practices and procedures
OB REPORTING				
AB001	Same Verbiage	OB	1	Report relevant information in order of occurrence
AB002	Same Verbiage	OB	2	Report subjective information
AB003	Same Verbiage	OB	3	Report objective information
AB004	Same Verbiage	OB	4	Analyze communications for appropriate response and provide feedback
AD001	Same Verbiage	OB	5	Organize records and files to maintain data as required

		OC		KEY EMPLOYABILITY SKILLS
EA001	Same Verbiage	OC	1	Adapt positively to the dynamics of change
		OD		CAREER DECISION MAKING
ED001	Same Verbiage	OD	1	Explore a potential health science career path in at least one of the following health care services: diagnostic, therapeutic, informational, or environmental
ED002	Same Verbiage	OD	2	Consider the levels of education, credentialing requirements, employment opportunities, workplace environments, and career growth potential for a service area
		OE		LEGAL IMPLICATIONS
EE001	Same Verbiage	OE	1	Analyze legal responsibilities, limitations, and implications of actions
EE002	Same Verbiage	OE	2	Use problem-solving techniques when confronted with legal dilemmas or issues
EE003	Same Verbiage	OE	3	Compare and contrast behaviors and practices that could result in malpractice, liability, or negligence
EE004	Same Verbiage	OE	4	Comply with policies and requirements for documentation and record keeping
EE005	Same Verbiage	OE	5	Comply with established risk management criteria and procedures
EE006	Same Verbiage	OE	6	Determine when an incident is reportable
EE008	Same Verbiage	OE	7	Comply with institutional policy and procedure
		OF		LEGAL PRACTICES
EF001	Same Verbiage	OF	1	Perform duties according to regulations, policies, laws, and legislated rights of clients
EF002	Same Verbiage	OF	2	Maintain clients rights according to the Patient's Bill of Rights
EF004	Same Verbiage	OF	3	Practice within licensure, certification, registration, and legislated scope of practice
EF005	Same Verbiage	OF	4	Apply the doctrine of informed consent
EF007	Same Verbiage	OF	5	Follow mandated standards for workplace safety (i.e. OSHA, CDC, CLIA)
		OG		LEGAL & ETHICAL BOUNDERIES
EG001	Same Verbiage	OG	1	Differentiate between morality and ethics and the relationship of each to health care outcomes
EG002	Same Verbiage	OG	2	Differentiate between ethical and legal issues impacting health care
EG003	Same Verbiage	OG	3	Compare and contrast personal, professional, and organizational ethics
EG004	Same Verbiage	OG	4	Analyze legal and ethical aspects of confidentiality
EG005	Same Verbiage	OG	5	Discuss bio-ethical issues related to health care
EG006	Same Verbiage	OG	6	Analyze and evaluate the implications of medical ethics
		OH		ETHICAL PRACTICES
EH001	Same Verbiage	OH	1	Demonstrate professionalism when interacting with fellow students, co-workers, and the organization
EH002	Same Verbiage	OH	2	Respect interdisciplinary roles of team members
EH003	Same Verbiage	OH	3	Report activities and behaviors by self and others that adversely affect the health, safety, or welfare of students, clients, or co-workers
EH005	Same Verbiage	OH	4	Examine Patient Bill of Rights and practice responsibly within the ethical framework
EH006	Same Verbiage	OH	5	Value clients' independence and determination

		OI		CULTURAL, SOCIAL, AND ETHNIC DIVERSITY
EI001	Same Verbiage	OI	1	Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present events
EI002	Same Verbiage	OI	2	Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment
		OJ		INFECTION CONTROL
EJ001	Same Verbiage	OJ	1	Practice infection control procedures (i.e. airborne, droplet, contact)
EJ002	Same Verbiage	OJ	2	Practice appropriate cleaning, disinfecting, and sterilizing processes
EJ003	Same Verbiage	OJ	3	Compare and contrast medical and surgical asepsis
		OK		PERSONAL SAFETY
EK002	Same Verbiage	OK	1	Manage a personal exposure incident in compliance with OSHA regulations
		OL		ENVIRONMENTAL SAFETY
EL001	Same Verbiage	OL	1	Modify the environment to create safe working conditions
EL002	Same Verbiage	OL	2	Demonstrate methods of fire prevention in the health care setting
EL003	Same Verbiage	OL	3	Prevent accidents by using proper safety techniques
EL004	Same Verbiage	OL	4	Practice good housekeeping by maintaining a safe work environment
EK002	Same Verbiage	OL	5	Manage a personal exposure incident in compliance with OSHA regulations
		OM		COMMON SAFETY HAZARDS
EM001	Same Verbiage	OM	1	Use Material Safety Data Sheets (MSDS)
EM002	Same Verbiage	OM	2	Adhere to hazardous labeling requirements
EM003	Same Verbiage	OM	3	Comply with safety signs, symbols, and labels
EM004	Same Verbiage	OM	4	Take appropriate action when observing a hazardous material problem
EM006	Same Verbiage	OM	5	Appropriately handle hazardous chemicals commonly used in the health care environment
		ON		EMERGENCY PROCEDURES AND PROTOCOLS
EN001	Locate the evacuation plan for the health care setting	ON	1	Interpret the evacuation plan for the health care setting
EN002	Same Verbiage	ON	2	Construct a basic emergency plan for a health care setting in response to a natural disaster or other emergency that disrupts the ability to provide care
EN003	Same Verbiage	ON	3	Follow the facility procedure when a fire is discovered
		OO		HEALTH CARE TEAMS
EO003	Same Verbiage	OO	1	Analyze roles of various team participants (i.e. team leader, team member)
EO004	Same Verbiage	OO	2	Respond to critical situations appropriately as a member of the team
		OO	3	Adapt positively to the dynamics of change
EO005	Same Verbiage	OO	4	Accept compromise as necessary to ensure the best outcome
		OP		HUMAN STRUCTURE & FUNCTION

OA001	Same Verbiage	OP	1	Describe the basic structures and functions of cells, tissues, organs, and systems as they relate to homeostasis
OA002	Same Verbiage	OP	2	Compare relationships among cells, tissues, organs, and systems
OA003	Same Verbiage	OP	3	Explain body planes, directional terms, quadrants, and cavities
OA004	Same Verbiage	OP	4	Analyze the interdependence of the body systems as they relate to wellness, disease, disorders, therapies and care/rehabilitation
		OQ		DISEASES AND DISORDERS
OB001	Same Verbiage	OQ	1	Compare selected diseases/disorders including respective classification(s), causes, diagnoses, therapies, and care/rehabilitation to include biotechnological applications
OB002	Same Verbiage	OQ	2	Analyze methods to control the spread of pathogenic microorganisms
OB003	Same Verbiage	OQ	3	Contrast various types of immunities
OB004	Same Verbiage	OQ	4	Analyze body system changes in light of diseases, disorders, and wellness
OB005	Same Verbiage	OQ	5	Compare the aging process among the body systems
		OR		SYSTEMS THEORY
OC001	Same Verbiage	OR	1	Describe systems theory and its components
OC002	Same Verbiage	OR	2	Construct a general systems model using inputs, throughputs, and feedback loop
		OS		HEALTH CARE DELIVERY SYSTEMS
OD001	Same Verbiage	OS	1	Construct a health care delivery system model
OD002	Same Verbiage	OS	2	Predict where and how factors such as: cost, managed care, technology, an aging population, access to care, alternative therapies, and lifestyle/behavior changes may affect various health care delivery system models
OD003	Same Verbiage	OS	3	Project the outcomes as an interconnected component of a health care system
OD004	Same Verbiage	OS	4	Calculate the cost effectiveness of two separate health care delivery systems
		OT		HEALTH CARE DELIVERY SYSTEM RESULTS
OE001	Same Verbiage	OT	1	Diagram the interdependence of health care professions within a given health care delivery system, pertaining to the delivery of quality health care
OE002	Same Verbiage	OT	2	Design a system analysis process that evaluates the following outcomes: client satisfaction, productivity, cost effectiveness, and efficiency
OE003	Same Verbiage	OT	3	Evaluate the impact of enhanced technology on the health care delivery system
		OU		SYSTEM CHANGE
OF001	Same Verbiage	OU	1	Analyze the cause and effect on health care system change based on the influence of: technology, epidemiology, bio-ethics, socio-economics, and various forms of complimentary (non-traditional) medicine
		OV		HEALTH MAINTENANCE PRACTICES
OG002	Same Verbiage	OV	1	Advocate available preventive health screening and examinations
OG003	Same Verbiage	OV	2	Use practices that promote the prevention of disease and injury
OG004	Same Verbiage	OV	3	Use appropriate safety practices as related to high-risk behaviors

OG005	Same Verbiage	OV	4	Evaluate the validity of alternative health practices
		OW		TECHNICAL SKILLS
		OW	1	Apply Standard Precautions as described in the rules and regulations set forth by the Occupational Safety and Health Administration (OSHA)
		OW	2	Apply safety procedures to protect clients, co-workers and self
		OW	3	Obtain Cardiopulmonary Resuscitation (CPR) certification
		OW	4	Obtain First Aid Certification